dialogs being suitable for users who are at different levels of experience or functionality in using the product,

a triggering mechanism arranged to trigger appropriate ones of the two-way dialogs between the user and the unit of the product based on usage information accumulated at the unit of the product about use of the unit of the product by the user,

an electronic communication mechanism that carries the two-way dialogs and results of triggered two-way dialogs between the units of the products and one or more remote third parties, and

a mechanism that enables generation of new two-way dialogs based on the results of previously triggered two-way dialogs occurring at more than one of the units of the product.

49 44. The system of claim 1 in which the computer product comprises software.

50 45. The system of claim 1 in which the computer product comprises hardware.

51 46. The system of claim 1 in which the computer product comprises a processor and data storage holding the two-way dialogs.

52 47. A system for use with units of a computer product that are in use respectively by different users, the system comprising

a user interface which is part of each of the units of the computer product and provides a medium for two-way local interaction between the user and the unit of the product, the

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user interface including a user control for selectively enabling or disabling the user interface,

two-way dialogs that are controlled by the user and mediate two-way interaction between each of the users and the corresponding unit of the product via the user interface, each of the dialogs causing product information and questions about use of the unit of the product to be conveyed to the user from the unit of the product and causing information and questions about usage of the unit of the product to be conveyed from the user to the product, different ones of the dialogs being suitable for users who are at different levels of experience or functionality in using the product,

a triggering mechanism arranged to trigger appropriate ones of the two-way dialogs between the user and the unit of the product based on usage information accumulated at the product about use of the unit of the product by the user,

an electronic communication mechanism that carries the two-way dialogs and results of triggered two-way dialogs between the units of the products and one or more remote third parties,

a mechanism that enables generation of new two-way dialogs based on the results of previously triggered two-way dialogs occurring at more than one of the units of the product,

an authoring system for use by one or more of the remote parties for managing the content of the two-way dialogs, and

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an analyzer of results of triggered two-way dialogs received at one or more of the remote parties from multiple users with respect to multiple products.

53. A system for managing information about a value to users of units of a computer product that are in use by the users, the system comprising

in each of the units of the computer product, a user interface which provides a medium for two-way local interaction between the user and the unit of the product,

two-way dialogs that mediate two-way interaction between each of the users and the corresponding unit of the product via the user interface, each of the two-way dialogs carrying information about the value to users of using the product,

a value information server accessible via a public communication network from each of the units of the computer product and by a vendor of the computer product, the value information server storing two-way dialogs and the value information that results from the two-way dialogs, and

an electronic communication mechanism that carries the two-way dialogs and the information that results from the two-way dialogs between the units of the products and the value information server, and between the value information server and the vendor.--

Cancel claim 1 without prejudice.

2. (Amended) The system of claim [1] 43 further comprising

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an authoring system for use by <u>one or more of</u> the remote [party] <u>parties</u> for managing the content of the [local information and of the] product information <u>and questions</u>.

3. (Twice Amended) The system of claim [1] <u>43</u> further comprising

an analyzer of [product information] <u>results of triggered two-way dialogs</u> received at <u>one or more of</u> the remote [party] <u>parties</u>, and

means for controlling the taking of action with respect to the product or the user interface in response to the analyzer.

4. (Twice amended) The system of claim [1] <u>43</u> wherein the product information <u>and questions include</u> [includes] new interface elements and [is] <u>are</u> communicated from <u>one or more of</u> the remote [party] <u>parties</u> to the product.

5. (Amended) The system of claim [1] <u>43</u> wherein the user interface comprises a product module which may be disabled and enabled selectively.

7. (Twice Amended) The system of claim [1] <u>43</u> wherein the trigger is initiated locally at the product.

8. (Twice Amended) The system of claim [1] <u>43</u> wherein the trigger is initiated by <u>one or more of</u> the remote [party] <u>parties</u>.

Cancel claims 9, 10, 11, 12, 13, 15 without prejudice.

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14.   (Twice Amended) The system of claim [1] 43 wherein the user interface comprises one or more of a display screen, a keyboard, a microphone, and a speaker.

16.   (Amended) The system of claim [1] 43 wherein the electronic communication mechanism comprises [between the product and the remote party passes via] one or more of broadcast transmission, wire, or a removable memory device.

17.   (Amended) The system of claim 3 wherein the analyzer analyzes [product information] results of triggered two-way dialogs received at the remote party from multiple users with respect to multiple products.

18.   (Amended) The system of claim [1] 43 wherein the user interface includes a natural language component.

12 19.   The system of claim 18 wherein the user interface includes multiple natural languages, selectable by the user.

20.   (Amended) The system of claim [1] 43 wherein the [occurrences of communication between the user and the product] two-way dialogs are controlled by the user.

21.   (Twice Amended) The system of claim 20 further comprising an element with which a user may terminate a [communication] two-way dialog with the product at will.

22.   (Amended) The system of claim [1] 43 wherein the user interface includes a user control for selectively enabling or disabling the user interface.

23.   (Amended) A method for aiding design of a product comprising

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creating a first version of the product,

including with the first version an interactive user
feedback element that permits bi-directional communication
between a user of the product and a designer of the product and
which accumulates information on use of the product by a user,
the user feedback element including a user control for
selectively enabling or disabling the user feedback element,

engaging in interactive two way communication between
the user and the designer, under control of the user, including
recovering the information from the user feedback element,

the two-way communication being initiated by the
product based on usage of information accumulated at the product
about use of the product by the user,

analyzing the information, and

redesigning the product in accordance with the
results of the analyzing step.

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